

<b>Notice of References Cited</b>	Application/Control No. 10/697,739		Applicant(s)/Patent Under Reexamination WHITE ET AL.	
	Examiner Adam G. Hale, Esq.		Art Unit 4175	Page 1 of 1

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,957,257	10-2005	Buffalo et al.	709/224
*	B	US-5,715,374	02-1998	Heckerman et al.	706/46
*	C	US-6,615,240	09-2003	Sullivan et al.	709/205
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

#### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	D. Johnson, "NOC Internal Integrated Trouble Ticket System Functional Specification Wishlist", January 1992, Network Working Group, Requestion for Comments: 1297, Pages 1-14
	V	PR Newswire, "WorldCom Transforms Customer Service With Complete Web-Based Contact Solution", August 22, 2001, Page 1
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.